

Office of Communications and Community Engagement

MEMORANDUM

DATE: December 14, 2015
TO: Honorable Mayor and City Council
THROUGH: Andrew Clinger, City Manager
FROM: Deanna Gescheider, Director of OCCE
SUBJECT: Reno Direct Call Statistics for November 2015

The Reno Direct Citizen Call Center is staffed by three Citizen Service Representatives from 8AM to 5PM, Monday through Friday. Service Requests are received by phone, voicemail, email, office visits, and online chats. Report timeframes can be adjusted per your request.

Debris on the street made the top 5 requests this month due to significant damage from our first major weather event in the second week of November.

Following are the most submitted requests for December, summarized by Ward, as well as citywide.

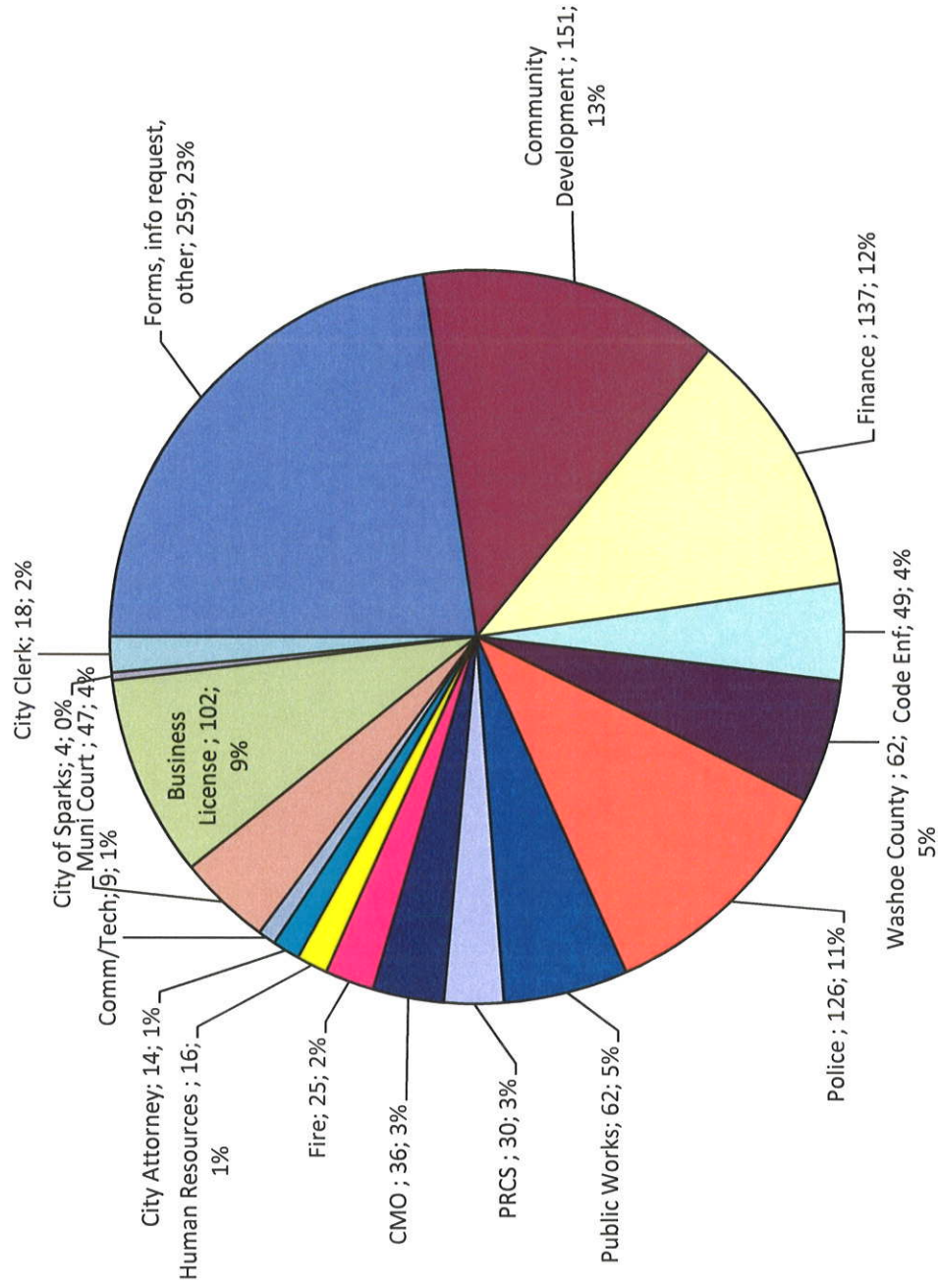
September 2015		October 2015		November 2015	
Calls Answered	2034	Calls Answered	1942	Calls Answered	1759
Voicemails	251	Voicemails	296	Voicemails	317
Emails	697	Emails	675	Emails	646
Online chats	511	Online chats	486	Online chats	477
Communication Occurrences	3493	Communication Occurrences	3399	Communication Occurrences	3199

WARD 1		WARD 2		WARD 3	
RPD – graffiti removal	31	RPD – abandoned vehicle	23	RPD – graffiti removal	64
PW – debris on street	25	RPD – additional patrol	8	RPD – abandoned vehicle	40
RPD – abandoned vehicle	24	Business Lic - undefined	7	Code Enf - nuisance	8
PRCS – city trees	11	Business Lic - unlicensed	7	RPD – additional patrol	6
PW – debris on public ppty	8	Code Enf – dead/dying yard	6	Code Enf – sidewalk obstruction	5

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	27	RPD – abandoned vehicle	42	RPD – abandoned vehicle	297
Code Enf – debris on priv ppty	4	Code Enf – sidewalk obstruction	24	RPD – graffiti removal	241
Business Lic - unlicensed	3	PW – debris on street	15	PW – debris on street	83
Code Enf – rental no heat	3	RPD – graffiti removal	11	Business Lic - unlicensed	41
RPD – illegally parked vehicle	3	Code Enf – debris on priv ppty	9	Code Enf - nuisance	39

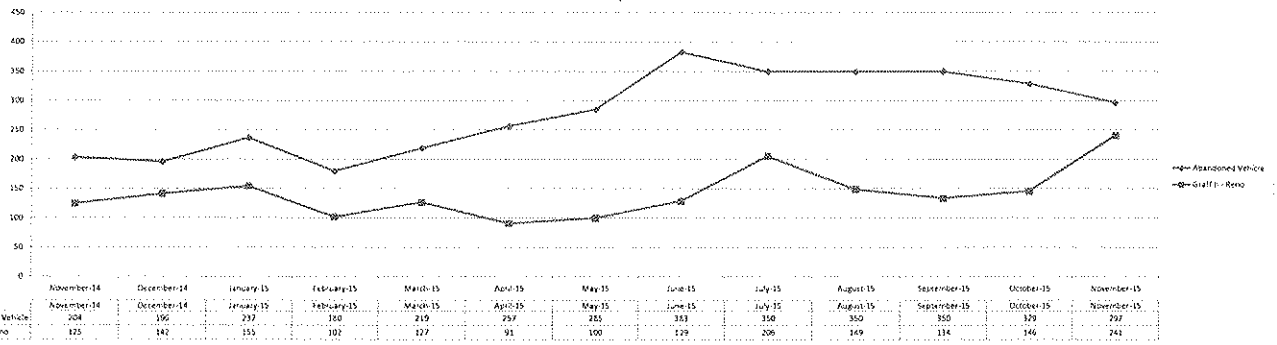
Communication Occurrence Type	
Service Requests	1,337
Information Calls	1,147
Online Chat	477
Voicemail	317
E-mail	646
Total Communication Occurrences	3,924

This data shows actual communication occurrences. This number will vary from the number of service requests entered. One communication occurrence can result in multiple service requests.

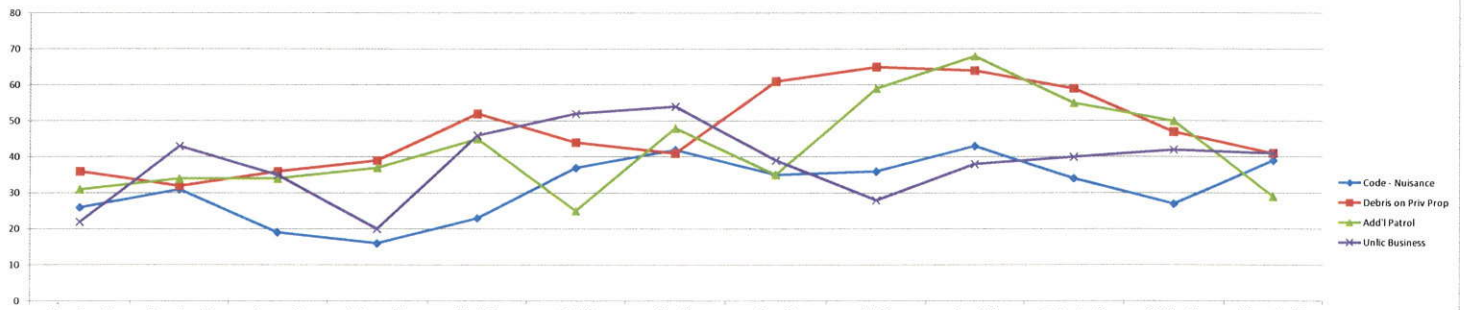


Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6



	November-14	December-14	January-15	February-15	March-15	April-15	May-15	June-15	July-15	August-15	September-15	October-15	November-15
Code - Nuisance	26	31	19	16	23	37	42	35	36	43	34	27	39
Debris on Priv Prop	36	32	36	39	52	44	41	61	65	64	59	47	41
Add'l Patrol	31	34	34	37	45	25	48	35	59	68	55	50	29
Unlic Business	22	43	35	20	46	52	54	39	28	38	40	42	41